

# **INDIANA ASSURANCE 16 & LEVERAGING**

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**National Energy and Utility Affordability Conference  
San Diego, CA  
June 2013**

# Indiana Housing and Community Development Authority

## Mission Statement

The Indiana Housing and Community Development Authority (IHCDA) creates housing opportunity, generates and preserves assets, and revitalizes neighborhoods by investing financial and technical resources in the development efforts of qualified partners throughout Indiana.

## Department of Community Programs

The LIHEAP program is administered by the Department of Community Programs. Other programs in this department include: Weatherization, CSBG, Housing Choice Voucher, Assets for Independence (IDA), and Homeless Projects and Initiatives.

# ASSURANCE 16

## **Assurance 16 states:**

*Use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.*

## **Indiana meets these requirements through:**

- Assistance with Energy Vendors/Leveraging Activities
- Energy Education Curriculum
- Indiana Family Development Program

# ASSISTANCE FROM ENERGY VENDORS

- In most instances, LIHEAP funding is not enough to mitigate the clients' crisis needs.
- Many utilities use the LIHEAP program as an avenue for providing additional assistance to their customers.
- Assistance is provided through Utility Funded Programs. These programs are usually funded by customer and shareholder donations.
- Some utility vendors even start their programs prior to the start of the LIHEAP winter assistance program so that agencies have fewer clients in crisis at the start of the season.

# UTILITY DISCOUNTS

- The utility discounts provided by the Universal Service Program (USP) are a few of the largest non-federal sources of utility assistance in Indiana.
- Customers receive a percentage discount on their monthly bill during the winter months.
- Discounts range between 16-32 percent, depending on factors determined during client eligibility.
- Currently, the USP program is facilitated by three investor owned companies.
  - Citizens Energy Group (Indianapolis)
  - Vectren Energy Delivery (Southern and Central Indiana)
  - Northern Indiana Public Service Co. (Northern Indiana)

# OTHER LEVERAGING ACTIVITIES

- In addition to partnering with utility vendors for additional assistance, local service providers connect their clients with other community and faith based programs that offer utility assistance.
- These programs include:
  - Local township trustee offices
  - United Ways
  - Catholic Charities
  - Networks of local churches who raise utility assistance funds
- These organizations provide cash assistance to clients toward their utility balance.

# ENERGY EDUCATION

- This curriculum was birthed out of Indiana's 1997 REACH funding.
- That 1997 REACH program identified the need for an energy education curriculum to teach clients about energy producers in their home.
- This teaching curriculum is used to educate low income clients on high energy producers in their home. Indiana has been working diligently to update this information to include new energy producers that didn't exist in the first generation of the program.
- Energy education helps the agencies encourage their clients to implement low cost/no cost activities that will reduce the percentage of their income spent on utilities.

# ENERGY EDUCATION

- Energy Education happens in one of three styles:
  - Community outreach sessions where the agency partners with local community centers to hold large group sessions
  - Information is distributed in the waiting area while the client awaits LIHEAP approval
  - One on one during the completion of the LIHEAP application
- Clients can receive energy kits once the session is completed.
- Duke customers receive Duke CFL kits.



# DUKE CFL PROGRAM

- In July 2012, Indiana partnered with Duke Energy to provide all Duke customers with CFL lightbulbs.
- Once a client has completed the eligibility process, they are eligible to receive a pack of 12 CFL lightbulbs from Duke Energy (assuming they have never received a lightbulb kit).
- Indiana is the only state that has merged its LIHEAP program with the DUKE CFL initiative.

# INDIANA FAMILY DEVELOPMENT PROGRAM

- In 1997, Indiana received REACH funding, which set the foundation for the Indiana Family Development Program.
- The first generation of the program began in 1998.
- It was identified that many low income clients who needed case management services came to the agency seeking LIHEAP assistance.
- Agencies believed that intensive case management services would increase the long-term stability of low-income families.
- Action Plans were developed to effectively address most needs and/or concerns of the familial unit that might impede stability or independence.
- A family assessment was conducted, and a matrix score sheet kept track of the achievements of the family.

# INDIANA FAMILY DEVELOPMENT PROGRAM

- In 2000, the program transitioned into a full service case management approach to moving low income families toward self sufficiency.
- LIHEAP assistance was the dominating driver that sent many families to the agencies seeking assistance.
- Using a curriculum developed by the University of Iowa, the agencies, in collaboration with the state association, trained agency staff to be certified Family Development Specialists.
- The Specialists were trained to conduct family assessments , set up an action plan toward self sufficiency and set up a network of referral services.
- Initial findings from this program identified that the program needed to focus more on family circumstances, and not just individual conditions.

# INDIANA FAMILY DEVELOPMENT PROGRAM

- In 2010, Indiana began the second generation of the Family Development Program.
- The State Association enhanced the model of the full service case management approach to moving low income families toward greater economic security and provide a more cost effective resource for agencies.
- The matrices were revamped to identify the circumstances that inhibit clients from paying their utility and other bills, as well as barriers to basic life necessities.
- Intake workers, along with case managers, are better trained at identifying issues that prevent clients from paying their utilities and linking them to other local resources beyond federal funding.
- The certification process was revised to incorporate more types of certifications- Family Development Specialist and Family Development Intake Worker.

# INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY

## DEPARTMENT OF COMMUNITY PROGRAMS

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